



TERMS AND CONDITIONS

THESE TERMS AND CONDITIONS APPLY TO BEHAVIOUR CONSULTATIONS AND TO PUPPY AND ADULT DOG TRAINING SESSIONS

- A **Behaviour Consultation** consists of two parts, a behaviour assessment and a follow-up appointment. In order to complete a full behaviour consultation, both the assessment and the follow-up appointments are necessary, usually 3 to 4 weeks apart. Each appointment lasts approximately one hour.
- The cost of a behaviour consultation with Madeleine Pontet of SUSSEX DOG BEHAVIOUR is £195. Payment is due in full on or before the date of the consultation. This payment covers both appointments plus a Behaviour Modification plan sent to you by email. Travel costs may be incurred if the appointment is more than 10 miles from Horsted Keynes at a rate of 0.45p per mile.
- If it is necessary to cancel either appointment, please give at least 24 hours notice. If less than 24 hours notice is given, then half the fee may be charged (£97).
- **Puppy Training** sessions usually last one hour and are carried out either on-line via Zoom or in or near your home. The cost of one session is £45 and my six week puppy course is £270. These costs apply whether the training is done in person or by Zoom. If you have booked a SDB puppy course, the whole course fee is due on or before the first appointment. Payment can be made in cash on the first day or by bank transfer. If it is necessary to cancel your appointment, please give 24 hours notice. If less than 24 hours notice is given, you agree to forfeit that weeks training session. All on-line course content is the property of **Sussex Dog Behaviour** and cannot be shared or publicised anywhere else without prior permission from Madeleine Pontet.



- **Adult Dog Training** sessions usually last one hour and are carried out in or near your home. The cost of a training session is £65. It is necessary to cancel an appointment, please give 24 hours notice. If less than 24 hours notice is given, the full fee may be charged (£65).
- **Sussex Dog Behaviour** uses non-aversive, reward based, positive reinforcement training methods. Check chains, half check collars, slips leads, spray collars, shock collars, freedom fences or any other aversive training aids are not acceptable.
- From time to time **Sussex Dog Behaviour** may need to take video footage or photographs during an appointment. Please mention beforehand or at the time if you do not wish this to happen.
- **PLEASE NOTE : By booking an appointment with Sussex Dog Behaviour, you agree to abide by the above Terms and Conditions**